



## 2010 NMLS User Conference & Training

February 9 – 11, 2010  
San Diego, CA

The Nationwide Mortgage Licensing System (NMLS) is conducting the second annual NMLS User Conference & Training for regulatory and industry system users, education providers, consultants, and other interested parties. Designed for both new and experienced users, the Conference provides invaluable exchange of information among system users on issues that affect their organization's use of NMLS. Conference training sessions focus on the specific needs of regulatory and industry users of the system and general sessions provide forums for feedback and discussion of NMLS functionality and policies.

**Regulatory Users:** Learn the basics of processing new applications and transition applications and hear from state regulatory officials who have been using NMLS for over a year how they have adapted their processes to utilize the system most effectively. All regulatory users will benefit from hearing how NMLS can be used to monitor licensees and understand how the new multi-state mortgage examination process is going to work.

**Industry Users:** Sessions are designed for both state licensee users of NMLS and those institutions who will be registering mortgage loan originators. Whether your MLOs need to be licensed or registered, you will gain valuable insight into effectively using NMLS. Hear from experienced users and legal experts the important dos and don'ts of using NMLS. All users can learn how the SAFE Act is being implemented and here how the registration process will work for mortgage loan originators of federally-insured depositories. New state licensee users can learn the basics of using NMLS to apply for and maintain a license in one or more states.

**Education Providers:** Hear from the professionals at NMLS implementing the testing and education mandates of the SAFE Act. Have the opportunity to discuss education issues with regulatory policy-makers and other education providers.

**IT Staff (Regulators):** Understand NMLS' business processes and discuss specific IT issues with experienced state agency and FINRA technical staff.

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# Pre-Conference Meetings

## MONDAY, FEBRUARY 8

9:00 am – 4:00 pm  
(RMRT members only)

### **Residential Mortgage Regulatory Taskforce (RMRT)**

The RMRT is the taskforce of state mortgage regulators building NMLS. The RMRT meets regularly to discuss NMLS policy and system functionality.

4:00 pm – 6:00 pm  
(SRR Board only)

### **State Regulatory Registry LLC Board of Managers Meeting**

## TUESDAY, FEBRUARY 9

9:00 am – 12:00 pm

**\* OPEN MEETING \***  
Conference registration  
not required

### **NMLS Ombudsman Open Meeting**

The NMLS Ombudsman will conduct a meeting concerning specific issues that companies are facing in using NMLS to meet state licensing requirements. This meeting is open to the public and conference attendance is not required. The role of the NMLS Ombudsman is to provide the industry a specific point of contact and an ongoing forum to raise concerns and problems being faced in using NMLS. Individuals wishing to place an item on the agenda should contact Tim Doyle at [tdoyle@csbs.org](mailto:tdoyle@csbs.org).

***Ms. Deborah Bortner***

*Director of Consumer Services, Washington Department of Financial Institutions*

*NMLS Ombudsman*

## Pre-Conference Training

### TUESDAY, FEBRUARY 9

9:00 am – 12:00 pm  
Pre-Conference Training  
Sessions

(Each is a separate  
session and requires paid  
registration.)

#### **State Regulators: *NMLS Beginner Basics***

Regulatory users will be walked through the basics of NMLS functionality to manage license applications.

*Mike Lynch, Training Manager  
FINRA*

*NMLS Call Center Representative*

#### **Industry: *NMLS Beginner Basics***

First-time NMLS users will be walked through the process of using NMLS to apply for a company license and manage branch and mortgage loan originator licenses.

*Vickie Slater, Senior Director  
State Regulatory Registry LLC*

*NMLS Call Center Representative*

#### **Education Providers: *How to Become an Approved Course Provider***

This power session will inform you of everything you need to know regarding how to become an approved course provider and how to submit courses for approval. Learn about the course formats, state requirements, and how to build and maintain your relationship with NMLS. After this session you'll also know what course evaluators are looking for in course content as well as common mistakes to avoid.

*Rich Madison, Director, Mortgage Education Programs  
State Regulatory Registry LLC*

## Conference Agenda

### TUESDAY, FEBRUARY 9

1:30 pm – 3:00 pm  
General Session

#### **Welcome and Update on NMLS and the S.A.F.E. Act**

NMLS had been operational for only a year and half when Congress decided to mandate it and expand it. The SAFE Act has raised many operational, developmental and policy issues for state and federal regulators and the mortgage industry. This session will provide updates on the system and progress towards implementing SAFE Act mandates. Hear how regulators are addressing SAFE Act issues and how the FDIC's Draft Final Rule and HUD's proposed rule is impacting SAFE Act Implementation.

##### **Welcome**

**William Haraf**, Commissioner

*California Department of Financial Institutions*

*Member, SRR Board of Managers*

##### **Moderator**

**Bill Matthews**, President & CEO

*State Regulatory Registry LLC*

**Preston DuFauchard**, Commissioner

*California Department of Corporations (INVITED)*

**Gavin Gee**, Director,

*Idaho Department of Finance*

*Chairman, SRR Board of Managers*

**James Beavers**,

*U.S. Department of Housing and Urban Development*

3:15 pm – 5:00 pm  
General Session

#### **NMLS Testing and Education Update and Discussion**

Chairman of the NMLS Mortgage Testing and Education Board and NMLS staff will provide an update on the implementation of the SAFE Mortgage Loan Originator Test and NMLS approved education programs. Discussion will focus on the roll-out of the test nationwide, testing and education progress on a state-by-state level, and the certification process.

**Ambrose Wilson**, Deputy Commissioner

*Kentucky Department of Financial Institutions (INVITED)*

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**Pete Marks**, Vice President, National Mortgage Education Programs  
State Regulatory Registry LLC

**Rich Madison**, Director, Mortgage Education Programs  
State Regulatory Registry LLC

5:30 pm – 7:00 pm

### Networking Reception

## WEDNESDAY, FEBRUARY 10

9:00 am – 10:15 am  
General Session

### Federal Registration of Mortgage Loan Originators and NMLS

Briefing on the newly announced registration requirements and process for mortgage loan originators employed by federally-insured depositories. Understand federal regulators' expectations as to institutions' responsibilities in the registration process, especially in reviewing MLO records and criminal background checks.

#### Moderator

**David Cotney**, Chief Operating Officer  
Massachusetts Division of Banks

**Thomas Lyons**, Examination Specialist  
Federal Deposit Insurance Corporation (FDIC)

**Stanley Rediger**,  
Federal Reserve Board - invited

**Roger Blake**,  
National Credit Union Administration – invited

**Michele Meyer**,  
Office of the Comptroller of the Currency - invited

**Deborah Merkle**,  
Office of Thrift Supervision - invited

10:30 am – 12:00 pm  
General Session

### The NEW Mortgage Supervision Process for Mortgage Companies Licensed through NMLS

Don't miss this opportunity for both regulators and industry to learn about the future of mortgage examinations. A panel of state examination experts will discuss what you need to know about uniformity,

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modernization and effectiveness in multi-state and single state examinations of companies licensed through NMLS.

### Moderator

**Chuck Cross**, Vice President, Mortgage Regulatory Policy  
Conference of State Bank Supervisors

**David Cotney**, Chief Operating Officer  
Massachusetts Division of Banks

**Michael Chan**, Vice President  
CompliancEase

9:00 am – 12:00 pm  
Break-out Session  
(Regulators Only)

### **IT Track - Regulators**

A special session for agency IT staff to take an in-depth look at the data download process, discuss issues relevant to IT such as data security, audit processes, testing and releases. Time will be allocated to a general Q&A so come armed with your question. This session will be especially beneficial to agencies that have recently implemented NMLS or those about to.

### Moderator

**Barbara Michels**, Vice President  
State Regulatory Registry LLC

### **Holly Middleton**

Financial Industry Regulatory Authority (FINRA)

### **Heather Eisenhour**

Financial Industry Regulatory Authority (FINRA)

### **Bob Sardelli**

Financial Industry Regulatory Authority (FINRA)

12:15 pm – 1:30 pm  
General Session

### **Luncheon Speaker**

### Speaker Introduction

**Tom Gronstal**, Commissioner  
Iowa Division of Banking

1:45 pm – 3:00 pm  
General Session

### **Credit & Criminal Background Checks**

Hear how regulators currently use credit reports and credit scores in licensing decisions. Learn about credit

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reports' strengths and limitations in determining financial responsibility. Discover how the NMLS criminal background checks process works and how to effectively use it in reviewing criminal histories for compliance with the SAFE Act.

### Moderator

**Tim Lange**, Director, Policy  
State Regulatory Registry LLC

### **Credit Reporting Agency Speaker**

**Charlie Fields**, Director, Non-depository Entities Division  
North Carolina Office of the Commissioner of Banks

3:15 pm – 5:00 pm  
Break-out Session

## **Regulator Track**

### ***NMLS Application Processing on Steroids***

Hear from fellow regulators on how they've taken the day to day use of NMLS to the next level and adapted their agency's processes to maximize the effectiveness of NMLS. Learn how agencies are effectively managing the processing mortgage loan originator applications.

### Moderator

**Vickie Slater**, Senior Director  
State Regulatory Registry LLC

**Amy Greenwood-Fields**, Review Examiner  
Nebraska Department of Banking and Finance (INVITED)

**Erin Van Engelen**, Examiner  
Idaho Department of Finance

## **Industry Track**

### ***NMLS – Seen it all, done it all, how to remember it all***

Hear from NMLS staff and industry users on how to best manage your company and individual records in NMLS. Learn how to best meet regulators' amendments and the new standardized pre-notification process. Discover how to find qualified MLOs and get them licensed and SAFE compliant as quickly as possible.

### Moderator

**Margo Frampton**, Director

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*State Regulatory Registry LLC*

**Trae Scuncio**, Operations Manager  
*The Mortgage Licensing Group*

**Huong Do**, Chief Operating Officer  
*1<sup>st</sup> Alliance Lending, LLC*

**K.C. Schaler**, Supervising Examiner  
*Idaho Department of Finance*

### Education Provider Track

Jam-packed session devoted to covering information on the course approval process and what NMLS is looking for in course content, and overview of the requirements for the 2010 course renewal process, and discussions regarding evolving trends and observations in education delivery methods. NMLS will also present key findings from its multi-phase auditing process. The session will also include a sharing of “lessons learned” from fellow course providers.

#### Moderator

**Pete Marks**, Vice President  
*National Mortgage Education Programs*  
*State Regulatory Registry LLC*

**Rich Madison**, Director, Mortgage Education Programs  
*State Regulatory Registry LLC*

### Industry – Federal Registration

Discuss the details of how the registration of mortgage loan originators of federally-insured depositories is intended to work. Learn the intended process for getting MLO's information into NMLS and for managing the registrations as MLOs change employment.

#### Moderator

**Barbara Michels**, Vice President  
*State Regulatory Registry LLC*



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5:30 pm – 7:00 pm

### Networking Reception

## THURSDAY, FEBRUARY 11

9:00 am – 10:00 am

General Session

### Emerging Issues:

While much has been accomplished over the past year and half, much remains to be done: The SAFE Act requires NMLS to develop a *Mortgage Call Report* and process consumer complaints, state regulators are working on functionality to incorporate enforcement actions in NMLS, and Fannie Mae and Freddie Mac will begin to require the NMLS Unique ID number on all loan applications. Hear from those involved in these issues how these requirements and functionality may change how your organization operates.

#### Moderator

**Stuart McKee**, Examiner

*Iowa Division of Banking*

**Louisa Broudy**, Director

*California Department of Corporations*

**Haydn Richards**, Attorney

*Patton Boggs*

10:15 am – 12:00 pm

General Session

### Industry & Regulators: Open Dialogue on NMLS Issues

The industry and regulators are bringing their “top 10” lists to this lively (but civil!) dialogue between regulatory users, industry users, and NMLS staff. Come with your ideas, your complaints, and thick skin, ready to listen to regulators and industry users as NMLS staff facilitates a discussion of the major issues facing users of NMLS.

#### Moderator

**Tim Doyle**, Vice President

*State Regulatory Registry LLC*

**Deb Bortner**, Division Director

*Washington Department of Financial Institutions*

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***Sue Clark***, Director, Regulatory & Consumer Affairs  
*Vermont Department of Banking and Insurance*

***Gus Avrakotos***, Partner  
*K&L Gates*

***Rose K. Patenaude***, Senior Vice President  
*HSBC North America*

12:00 pm

2010 NMLS User Conference and Training Concludes

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